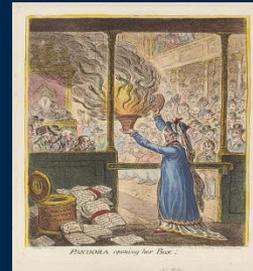


Knowledge Assets – A Pot of Gold or Pandora's Box?



Sanjeev “Sonny” Bhagowalia
Chief Information Officer, State of Hawai’i
October 3, 2011

National Association of State CIOs (NASCIO)
Conference Discovery Session # 2

A Distinguished Panel of “Knowledge Workers”

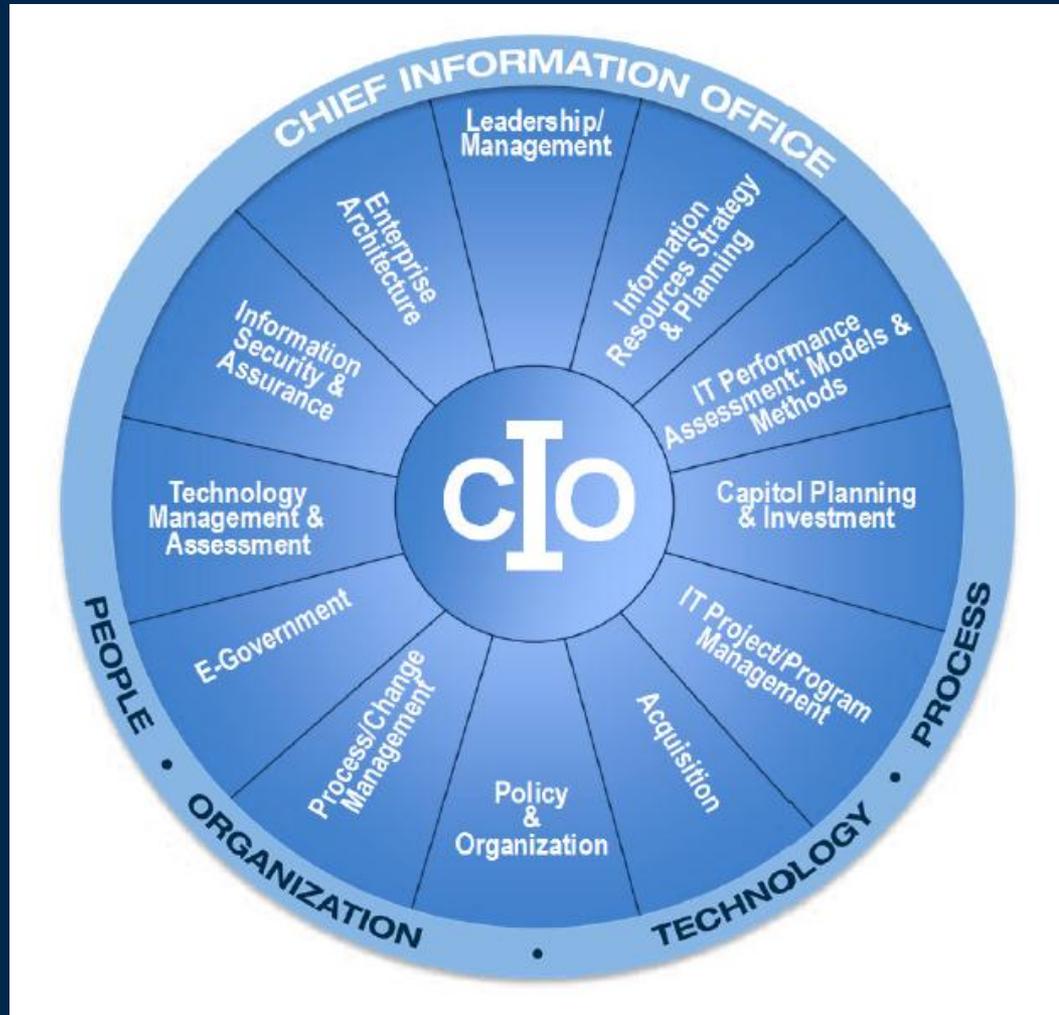
- **Glenn Thomas**, Director of IT Governance, Office of Technology, Commonwealth of Kentucky
- **Wallace Rogers**, E-Government Manager, State of Oregon
- **Eric Swanson**, Director, Center for Shared Solutions and Technology Partnerships, State of Michigan
- **Sanjeev “Sonny” Bhagowalia**, Chief Information Officer (CIO), State of Hawaii (Discussion Facilitator)

Dilbert



Source: Scott Adams

Context: CIOs are about IRM not IT....



Source: <http://www.ndu.edu>

Source: <http://www.cio.gov>

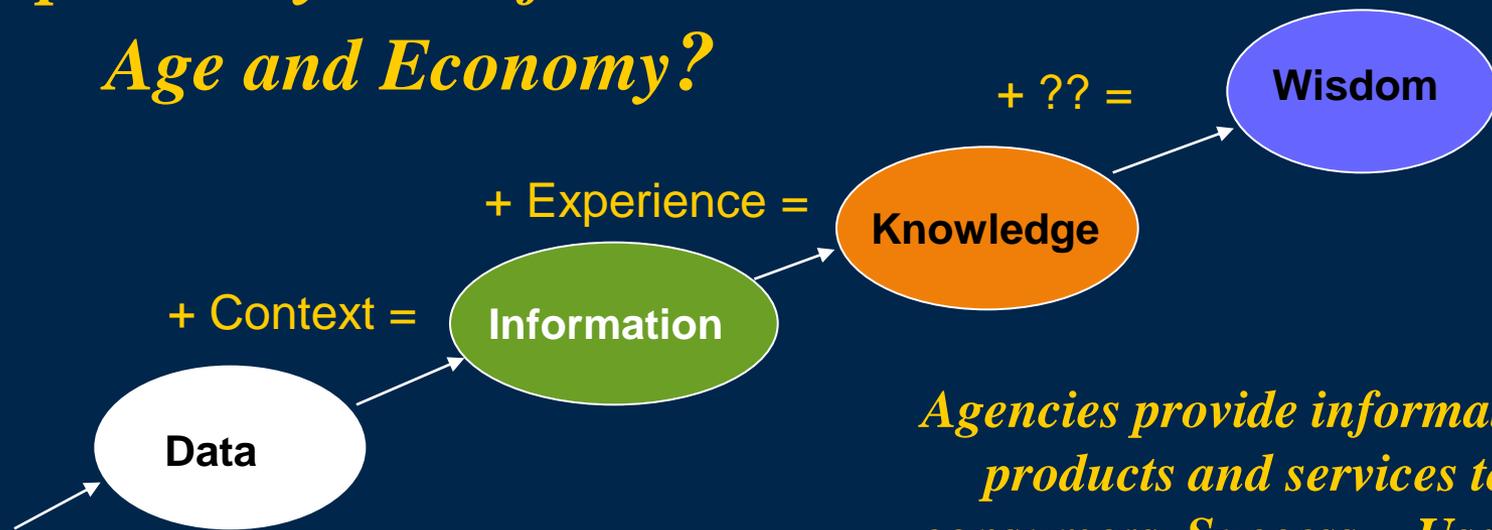
Context: "Future Shock"?

- “Human knowledge is expected to be doubling by the year 2012” – Alvin Toffler
- “By 2015 the power of an off-the-shelf computer will exceed the intelligence of that of a human being” – Ian Jakes & Ted McCalum
- “A medical graduate who graduated 15 years ago has only 1/10 of the original relevant knowledge” – www.mertonline.com
- “An average of 20,000 new, amended, and changed laws, statutes and ordinances are added to the books of our country’s Federal, State, County, and City legal systems each month their governing bodies are in session” - Bonita Quesinberry, buzzle.com



Context: The Pursuit of Knowledge and Wisdom...is a Continuum

How are government agencies impacted by the information Age and Economy?

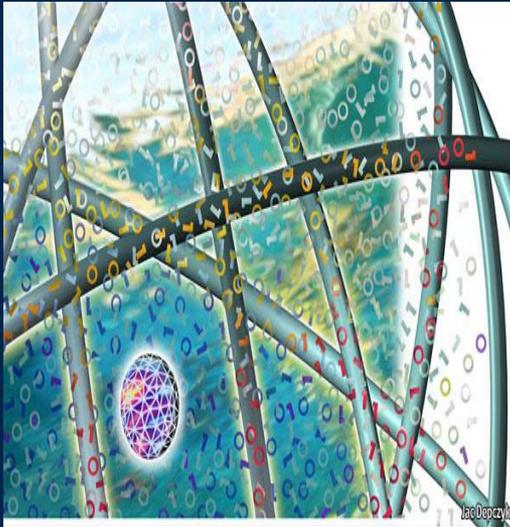


*From Stan Davis, MIT
Patricia Seybold, Architect*

Agencies provide information products and services to consumers. Success = Usage?

Challenge: How do we institutionalize best practices where information and knowledge is integrated into Systems/Apps, widely shared and is available in a Timely, Secure and Reliable Manner? Reward Structure?

Context: Maximum sharing and flow of information and knowledge



- YouTube is now **second largest search engine** in the world
- 1.5 million pieces of content shared **daily** on Facebook
- On-line newspaper readers are **up 30%**
- 250 million visitors **each month** to Myspace, YouTube, and Facebook (*none were around 6 years ago*)
- **Mobile devices** will be world's primary connection tool to the Internet in **2020**

As big an issue *outside* your organization as *within* it

Federal Computer WEEK

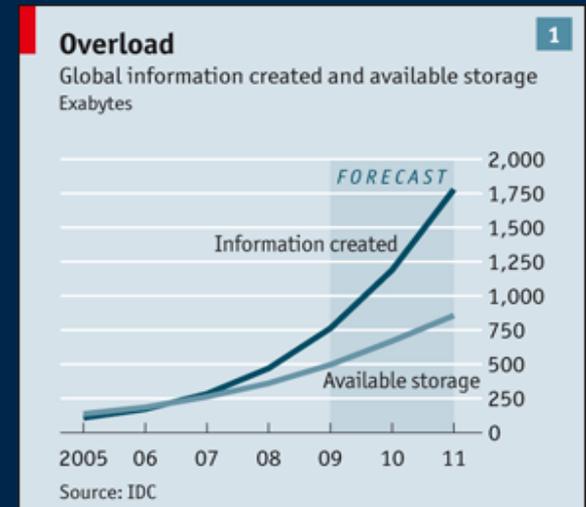
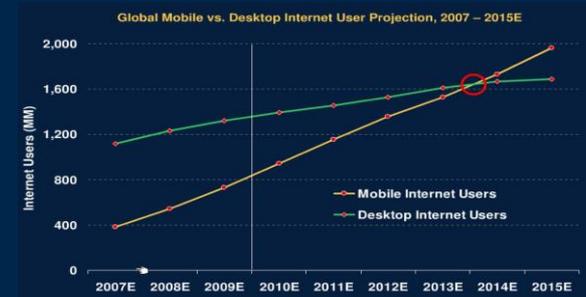
Strategy and business management for government leaders

6 bold tech predictions: Fact or fantasy? FCW (December 8, 2010)

1. 20% of businesses will own no IT assets by 2012 (Gartner)
2. 75% of Stand-Alone IT Departments will disappear by 2015 (Corporate Executive Board)
3. One trillion devices will be connected to the Internet by 2013 (Cisco) – Current = 35B
4. The government can save \$1 trillion in 10 years by harnessing certain proven technologies (Technology CEO Council)
5. 25% of personal computing devices sold will be tablets by 2015 (Forrester Research)
6. Data will grow by 800% in the next five years with 80% Unstructured Text/Media (Gartner)

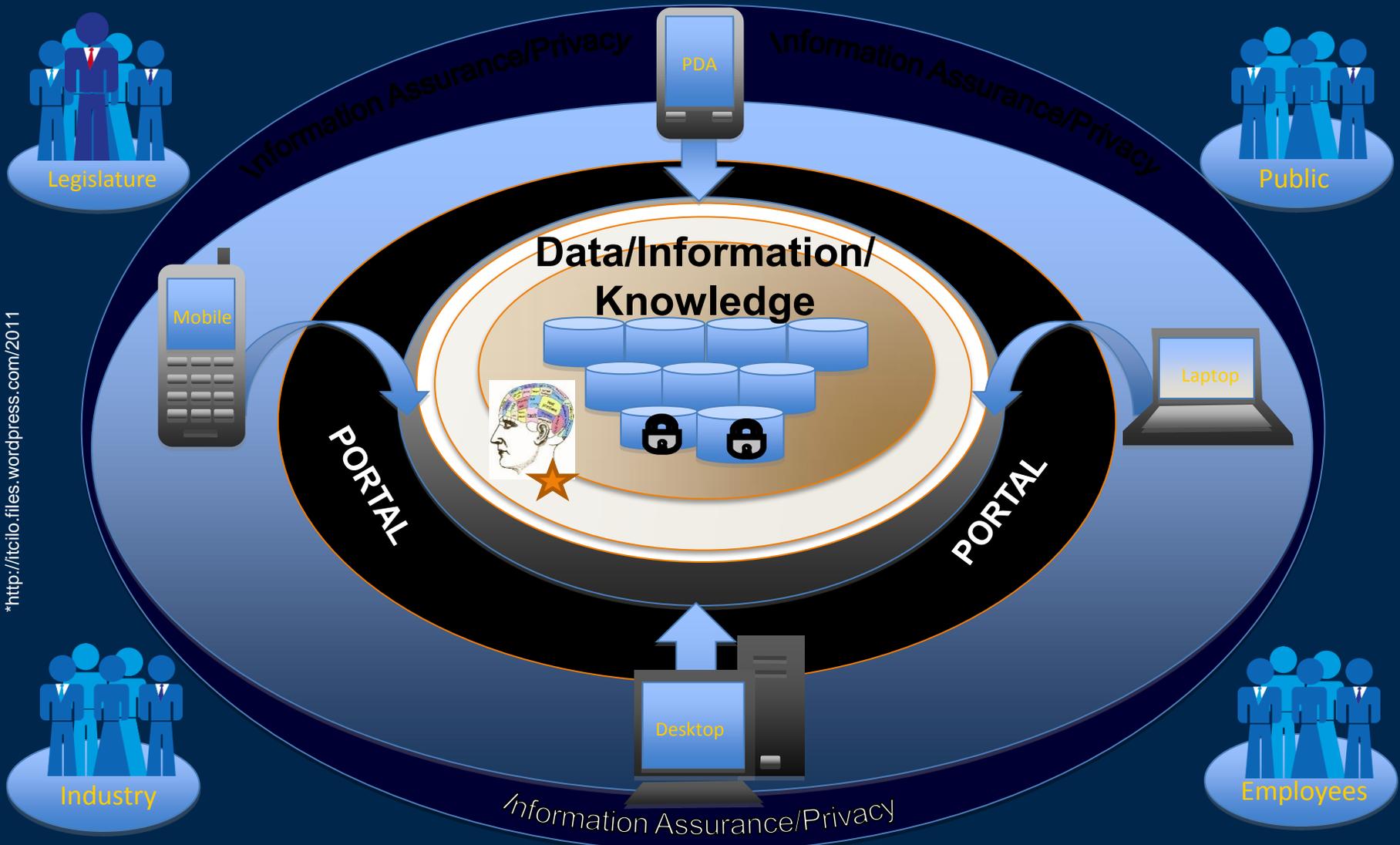
Information sharing via social media is becoming mainstream and must be embraced...

Mobile will be bigger than desktop internet in 5 years
-- Mary Meeker, Morgan Stanley, April 2010



Volume of digital information increases tenfold every five years & the data is replicated many times over!

Notional Vision – “IRM” and “KM” Not “IT”



*<http://itcilo.files.wordpress.com/2011>

“The Only Source of Knowledge is Experience” – Albert Einstein

The Open Government Initiative



The screenshot shows the White House website's Open Government Initiative page. At the top, it features the White House logo and navigation links for 'BLOG', 'PHOTOS & VIDEO', 'BRIEFING ROOM', 'ISSUES', 'the ADMINISTRATION', 'the WHITE HOUSE', and 'our GOVERNMENT'. A search bar is located in the upper right. The main heading is 'Open Government Initiative' with the subtext 'TRANSPARENCY + PARTICIPATION + COLLABORATION'. Below this, there are links for 'About Open Government', 'Open Gov Blog', 'Around the Government', and 'Innovations Gallery'. A large orange arrow points from the 'Innovations Gallery' area down to the Data.gov logo.

the WHITE HOUSE PRESIDENT BARACK OBAMA

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Open Government Initiative
TRANSPARENCY + PARTICIPATION + COLLABORATION

OPEN GOV

About Open Government | Open Gov Blog | Around the Government | Innovations Gallery

My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government.

- PRESIDENT OBAMA, 01/21/09

Transparency promotes accountability

Participation allows people to contribute ideas/expertise; government benefits from broad knowledge sharing

Collaboration encourages cooperation within government and with industry



An Innovation Agenda* defines the building blocks of innovation



- Open Government

+

- Partnerships
- Entrepreneurship
- Prizes, Challenges, and Grants
- Idea Generation
- Innovative Science & Technology
- Creative Funding Strategies
- Promoting Competitive Markets

* *“A Strategy for American Innovation”, published Sept 2009*

So, What Problem Are We Trying to Solve?

- **A Vast, Growing Ocean of Data, Information, & Knowledge Assets – but what is Useful, Reliable and Authoritative?**
- **Easy-to-Use and Powerful Business Intelligence and Applied Analytics – Accessible Anywhere, Anytime, Any Device**
- **Ensure Quality, Privacy, Security, e-Records, Organization, and Managed Growth for Reliable Enterprise Decision-Making**
- **What is/are the Measure(s) of Success?**
- **“Culture Eats Strategy for Lunch” – Martha Johnson, GSA Administrator**

Organizational Mission Effectively and Efficiently